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differential between the field and headquarters is a minor factor which few Branches emphasize. There is a general tendency for Division personnel to hold up cables until the close of business, especially on Thursday and Friday.

d. Signal Center staff is smaller during the heavy traffic hours than earlier in the day. While temporary reassessments have been made to handle the workload, no permanent readjustment has been made. Staff of Signal Center is 55 under the T/O. There is also a heavy turnover because of promotional limitations and reassessments outside the Center. Employees object to working on the 1545 to 2415 shift.

4. CONCLUSIONS.--

a. Because of misconceptions regarding dispatches, cable traffic is excessive. A substantial saving can be made by greater utilization of dispatches wherever possible.

b. Notice [redacted] has not been complied with. While Signal Center peak loads cannot be completely eliminated Division personnel can utilize "deferred" cables more frequently and concerted efforts can be made to deliver cables more uniformly throughout the day and week.

c. Delivery service to Signal Center is not satisfactory and has resulted in unnecessary delays.

d. Signal Center personnel have not been utilized effectively to handle peak loads.

5. ACTION RECOMMENDED.--It is recommended that:

a. Division Chiefs be instructed to take action necessary to ensure:

- (1) utilization of dispatches rather than cables where possible;
- (2) compliance with Notice [redacted] regarding delivery to Signal Center and use of "deferred" cables; and,
- (3) desirable brevity of cables.

b. Signal Center staff be increased to present T/O and that personnel on the 0745 to 1615 shift be reassigned to the 1545 to 2415 shift in sufficient numbers, as determined by the Chief, Signal Center, to be necessary for better handling of the workload.

c. A position be created for each of the following: FE, WE, and ME, to be filled by male or female personnel, with responsibility for collection and delivery of incoming and outgoing cables and cable copies between Divisions and Signal Center at specified hours; and that an employee of GS-3 or lower be designated in each of the other Divisions to perform such duties.

d. Signal Center issue a monthly report to Division Chiefs indicating number, precedence nature and hours of delivery to Signal Center of cables transmitted during the preceding month.

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ANNEXES:

25X1 "A", Notice [redacted] "B", Cables Transmitted & Incoming Cables; "C", Commercial Rates for Cables [redacted]; "D", Average Cost of Sending an Item by Pouch; "E", Average Courier Pouch Time Between CIA Headquarters and Various Overseas Stations; "F"1, Outgoing Cables Received at Signal Center; "F"2, Outgoing Cables Received at Signal Center; "G", Incoming Cables Received at Signal Center; "H", Outgoing Cables Received at Signal Center - By Hour; "I", Signal Center Staff.

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SECRET

Security Information -